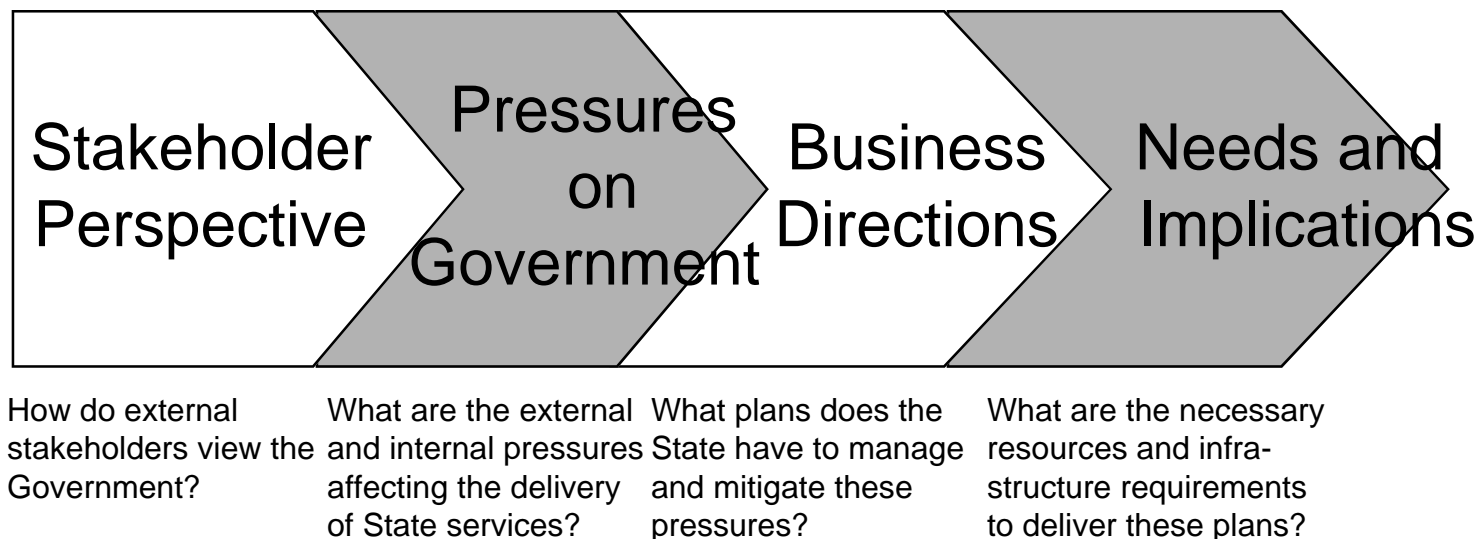




Analysis Framework

The State Government responds to its stakeholders and external and internal business pressures by establishing business strategies and directions. These business directions have fundamental impacts on the directions for new information technologies and systems.



Through this process, the State can ensure that future information systems will meet its business strategies and directions.

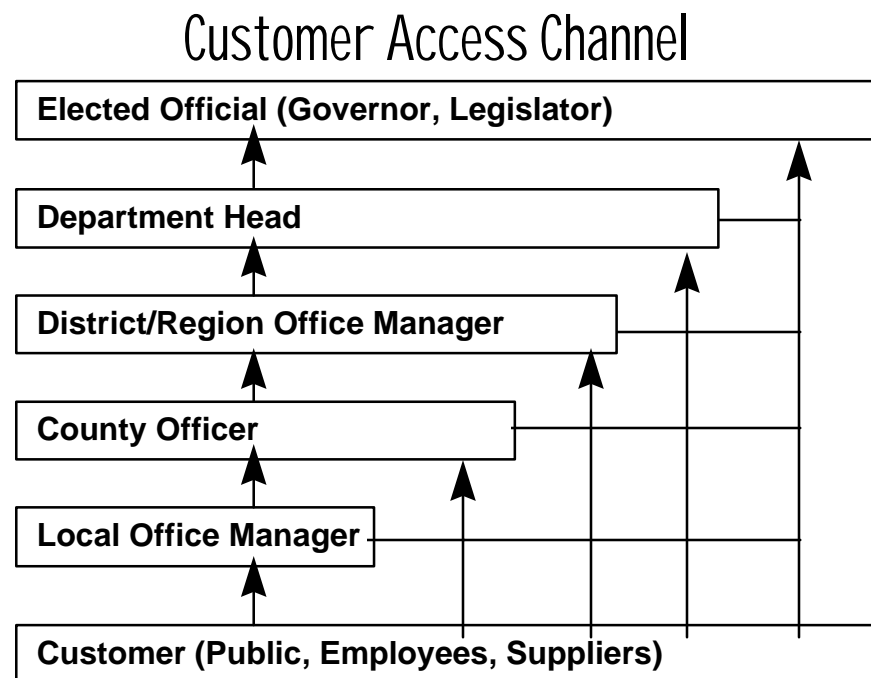


Stakeholder Perspective

The State serves multiple stakeholders who interact with the State Government in a wide variety of methods

■ The Customer

- ➡ has multiple contact points
- ➡ has multiple modes of communication
- ➡ perceives inconsistencies in services
- ➡ provides integration of government services
- ➡ perceives varying levels of accountability

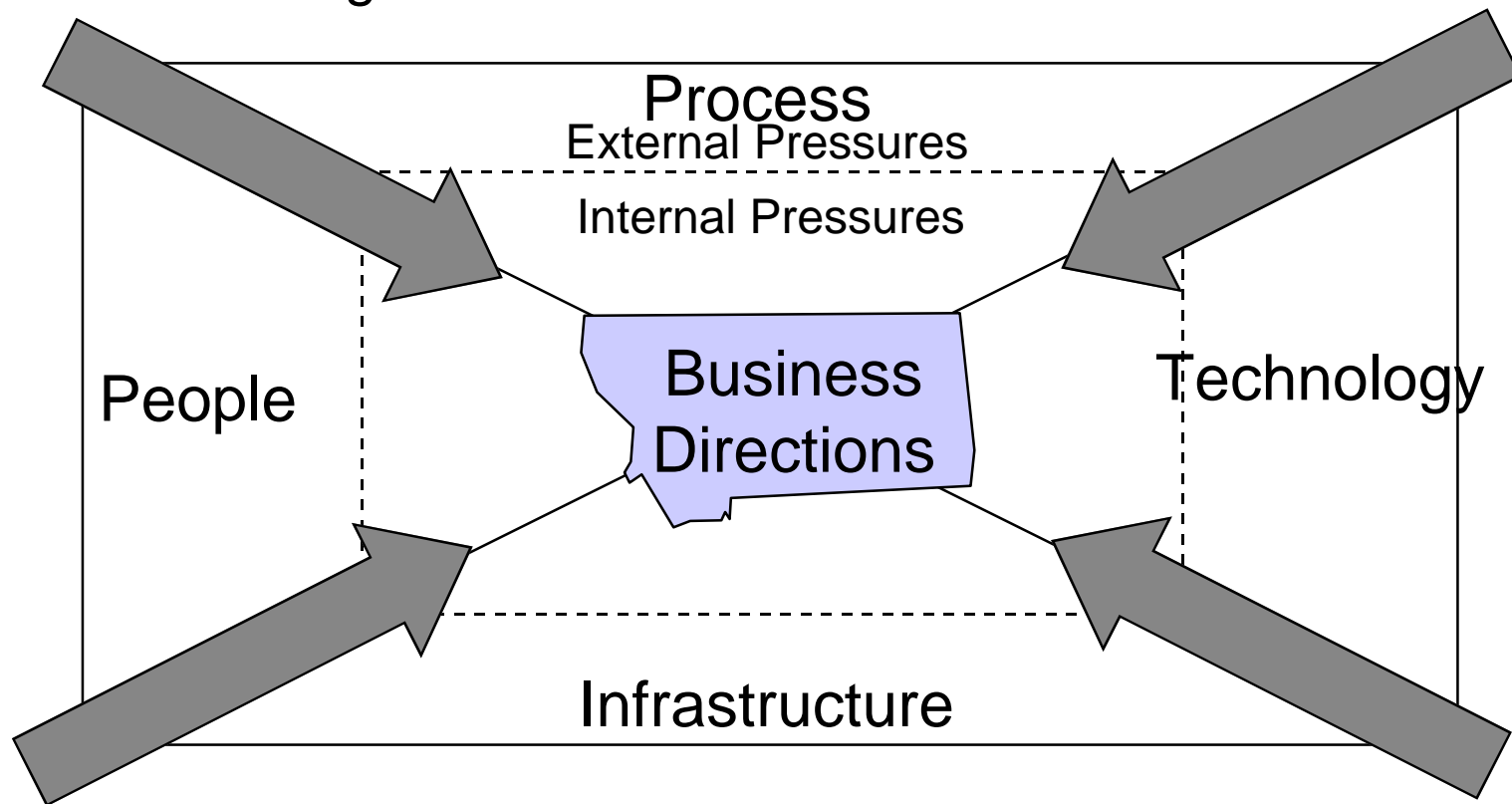


New systems and technologies offer a means to simplify government and provide easier access to services from the perspective of the customer.



Pressures on Government

This “Pressure Box” illustrates the EXTERNAL and INTERNAL pressures on State government.

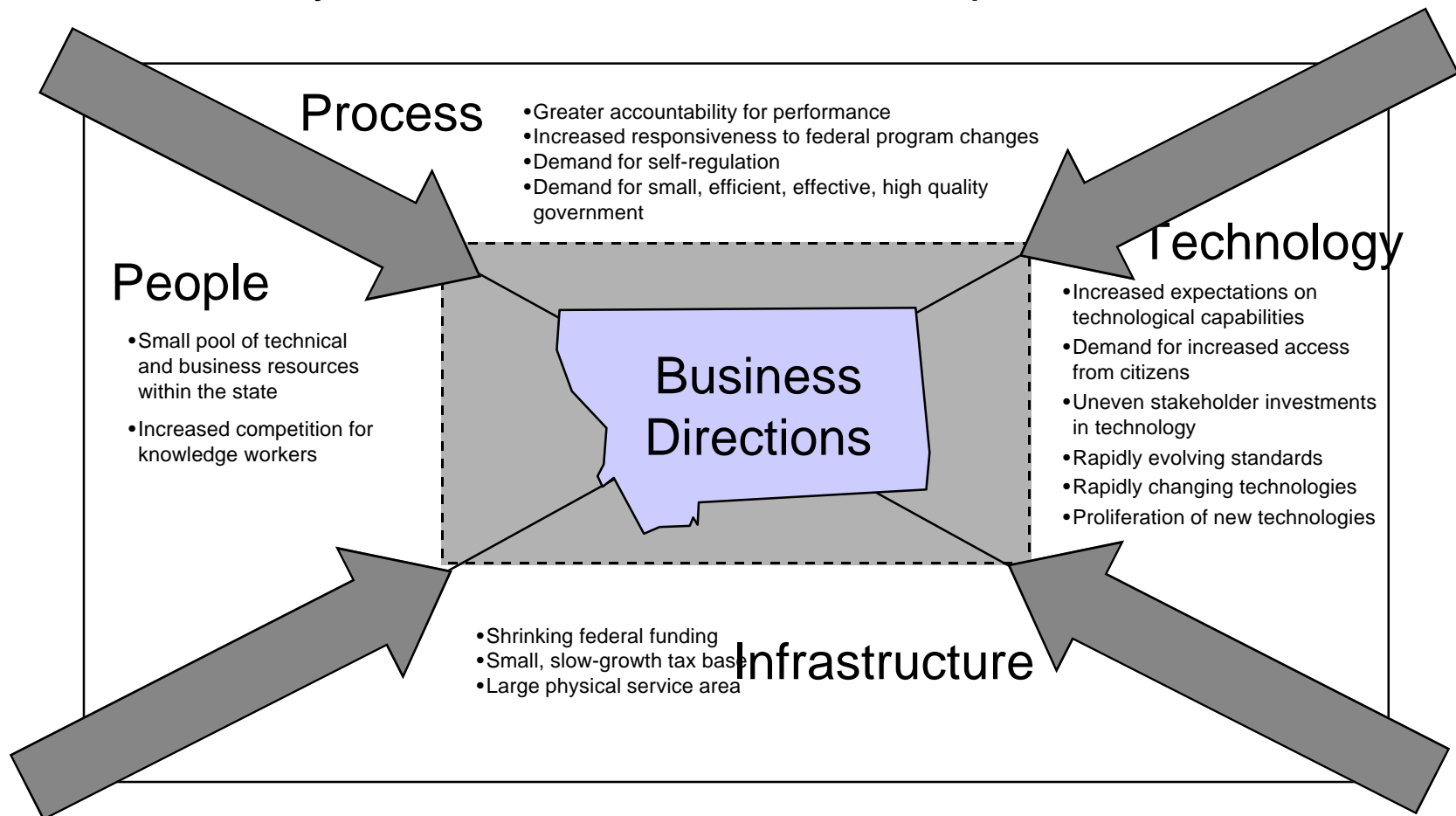


These pressures drive the business directions of the State and affect the delivery of government services throughout the State.



External Pressures

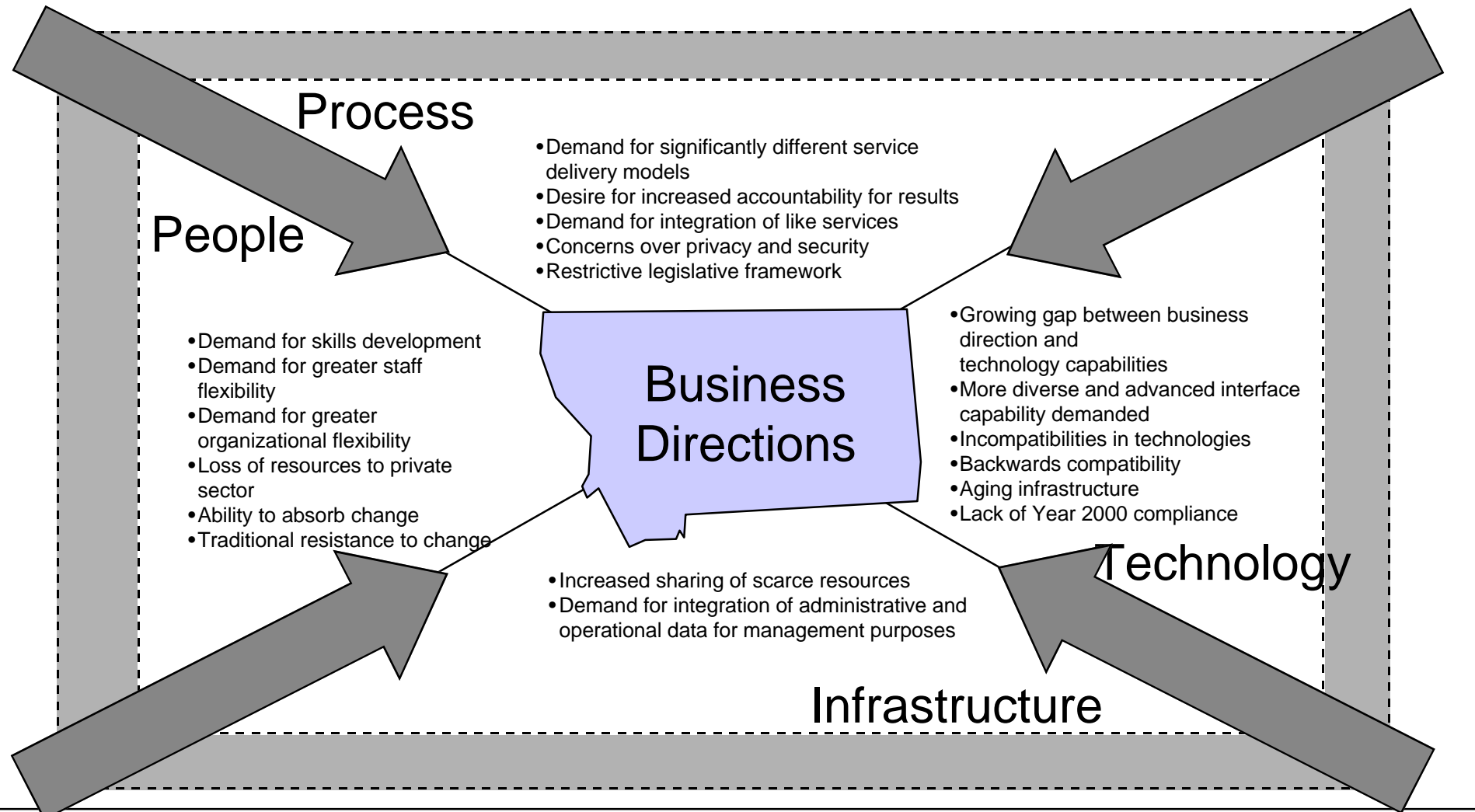
The State faces a number of external pressures that compel change in its service delivery mechanisms and business practices.





Internal Pressures

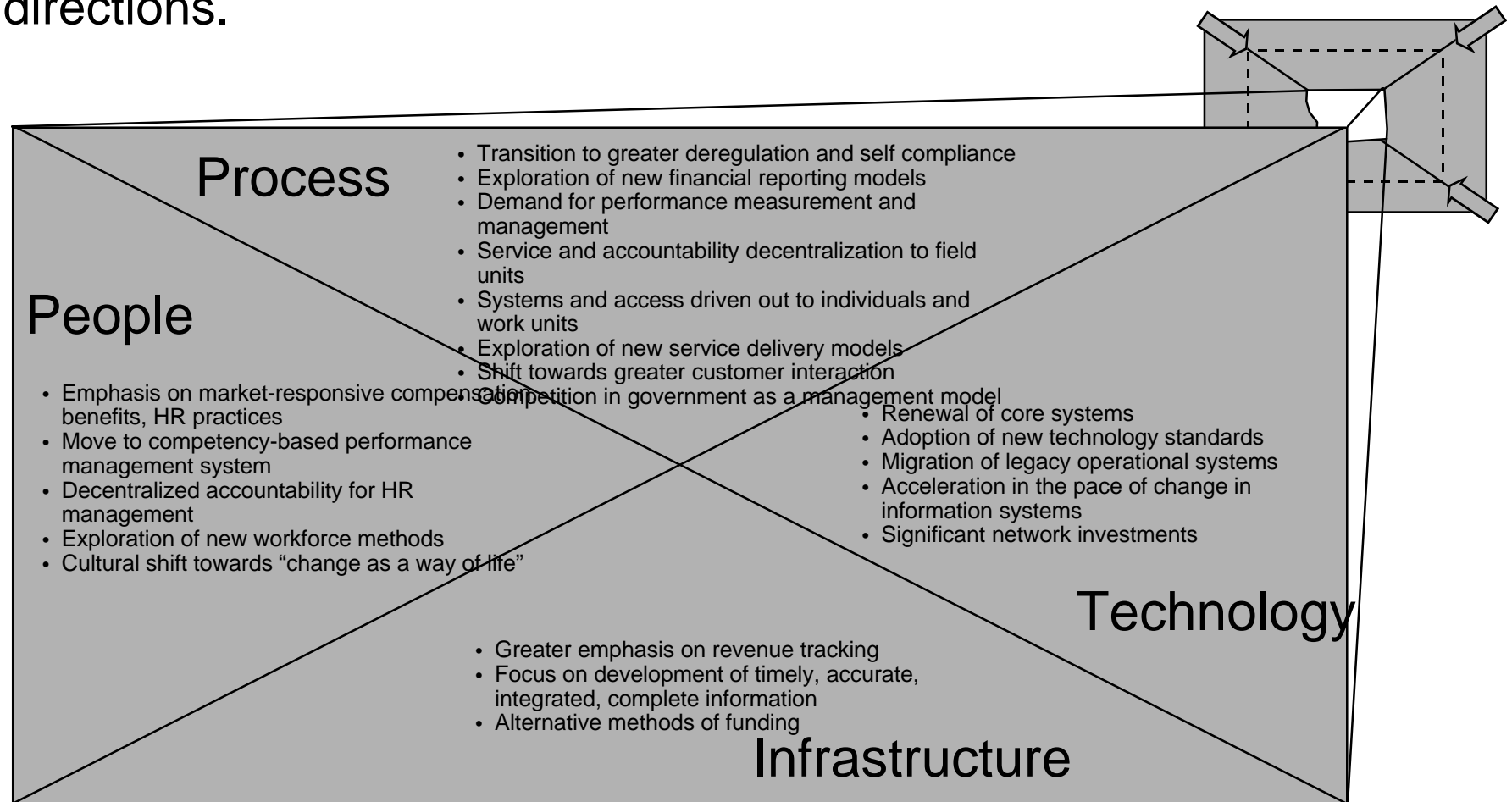
In addition, the State faces significant internally driven pressures.





Business Directions

The State has responded to the pressures by heading in a number of key directions.





Key Implications And Needs

The new business directions being implemented by the State have significant implications for any new core administrative information systems.

■ FUNCTION

- Flexible, adaptable information systems
- Comprehensive, robust functionality
- Integrated functionality
- Advanced reporting capabilities
- Responsive to both corporate and departmental needs
- Consistent state-wide information for analysis and reporting
- Incorporates best business practices
- Both commercial and public sector attributes and capabilities
- Performance measurement capability

■ ACCESS

- Shared systems, common across government
- Broad accessibility to stakeholders (i.e., public, suppliers, employees)
- Supports single point of data entry at source

■ OPERATIONS

- Easily integrated and interfaced with operational systems
- Easily upgraded
- Low cost maintenance
- Inexpensive to operate
- Easy to learn and use

■ TECHNOLOGY

- Any significant change to be implemented by January, 1999
- Consistent with established standards
- Open systems compliant
- Supports diverse technology base



Key Implications And Needs

■ ORGANIZATION

- User organization structures consistent with new technologies
- Information technology support organizations for widely distributed, accessible systems
- Different governance models for shared systems
- Team-driven work structures
- Process-oriented organization structures
- More commercial performance measures and monitoring

■ PEOPLE

- Commercial, competition-oriented business skills
- Skills for management of new technologies
- Positions and jobs consistent with new systems capabilities
- Greater contingent work force (part-time, contracted, temporary)

■ POLICIES

- Shifts towards self-enforcement
- Streamlining and rationalization
- Embedded in systems to facilitate enforcement
- Greater flexibility in implementation
- Compliance with legal requirements

These implications and needs frame the key issues to be addressed by MT PRIME recommendations.